

<b>Notice of References Cited</b>	Application/Control No. 09/670,093	Applicant(s)/Patent Under Reexamination SHAMBAUGH ET AL.	
	Examiner Brian L Albertalli	Art Unit 2655	Page 1 of 1

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Anisimov et al., "Formal model, language and tools for design agent's scenarios in call center systems", Proceedings of the 32nd Annual Hawaii International Conference on System Sciences, Jan. 5-8, 1999, pp. 1-9.□□
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